

The thought was good you get to learn more on how to approach the guest.

We are always learning  
Thank-you for your feedback!

Was an eye opener about what guest go through before they get to the hotel.

We are always learning  
Thank-you for your feedback!

Very useful information given by everyone

We are always learning  
Thank-you for your feedback!

This training was very positive and I learned some new stuff that I did not know and it was very interesting

We are always learning  
Thank-you for your feedback!

The Chiba was good it is a interesting training programme it put ideas

We are always learning  
Thank-you for your feedback!

The session was very informative and gave me a different perspective of my attitudes and interactions with guests. It has also given great ideas on how to improve my service and reactions to ensure guest satisfaction.  
Shacia

We are always learning  
Thank-you for your feedback!

This training needs to take place ~~on~~ on a Management level. ~~on~~ We benefit from the knowledge but can't fully use it if Management is stuck in their ways.

We are always learning  
Thank-you for your feedback!

Very enlightening session - I've learn quite a lot that I will surely put into practice.

Thank you

We are always learning  
Thank-you for your feedback!

It was great. I learned alot also felt empowered to do more at work - I suggest more \$ group building exercises.

We are always learning  
Thank-you for your feedback!

loved the <sup>10/19/18</sup> interaction of everyone including yourselves.

Really helped me understand guests & colleagues more.

Yours Truly,  
CHRIS ST. HILL

We are always learning  
Thank-you for your feedback!

Great Refresh Session

Placed modern day Service Challenges into perspective.

We are always learning  
Thank-you for your feedback!

Very informative & share helpful information to increase guest satisfaction.

Material was elatable, simple

Well Done!

We are always learning  
Thank-you for your feedback!

I would like to say that I have learnt a lot and I intend to use this knowledge to the best of my ability

Betty

Thank You

We are always learning  
Thank-you for your feedback!

wonderful day  
Thank you for all you work  
Great team!

We are always learning  
Thank-you for your feedback!

It Shows me how we should get along with every one

We are always learning  
Thank-you for your feedback!

Follow up  
Use guest name  
Don't say OK or no problem

We are always learning  
Thank-you for your feedback!

Very informative  
+  
eye opening

We are always learning  
Thank-you for your feedback!

This training was Fun, helpful.

The two teacher was amazing

We are always learning  
Thank-you for your feedback!

It was very interactive and informative

I have a better understanding of what guests feel and believe that I am now better equiped to deal with them.

The training session was excellent.

We are always learning  
Thank-you for your feedback!

Enjoy the interaction, Both of you had a very positive and caring Personality

We are always learning  
Thank-you for your feedback!

~~It was~~  
It was very informative. I feel everyone in the work force should have a day like this.

We are always learning  
Thank-you for your feedback!

I would like this training to be given for Manpis as well, so that we would all be on the same page

We are always learning  
Thank-you for your feedback!

Was one of the Best training sessions I've ever been to

Thank You!!!

We are always learning  
Thank-you for your feedback!

Good Interaction and audience involvement.

We are always learning  
Thank-you for your feedback!

Very informative and makes you do a lot of inner reasoning.  
Thank you.

We are always learning  
Thank-you for your feedback!

It was AWESOME  
The presenters made it fun and interesting. I would do it again in a heartbeat!

We are always learning  
Thank-you for your feedback!

I think that you are great teacher and I really enjoyed my day here and I would do it again



We are always learning  
Thank-you for your feedback!

Was a good day of training  
Enjoy it

We are always learning  
Thank-you for your feedback!

IT WAS A GOOD LEARNING EXPERIENCE

We are always learning  
Thank-you for your feedback!

Being really knowledgeable of all aspects of the Hospitality industry.

We are always learning  
Thank-you for your feedback!

IT WAS ENGAGING AND RE-ENFORCE ON A SUBJECT THAT NEEDS UPDATING ON THE HOTEL INDUSTRY.

We are always learning  
Thank-you for your feedback!

JAMEL LAYNE  
 Training was informative and eye opening.  
 Will try to have management implement some of the suggestions  
 We are always learning  
 Thank-you for your feedback!

TODAY'S SESSION WAS A GREAT DAY. THE INFO SHARED WAS VERY PRACTICAL AND INSIGHTFUL...  
 GREATEST JOB LOUISE & SUZANNE  
 Improvements:  
 Timely break + lunch times  
 P.S. The Lifesavers were A NICE TOUCH, THANKS SHARON!  
 We are always learning  
 Thank-you for your feedback!

SHAWN CARTER  
 FIND IT VERY INFORMATIVE.  
 GREAT INFORMATION  
 We are always learning  
 Thank-you for your feedback!

The training was absolutely amazing  
 Great points on who to say and when not to say to guest. Also new ways and techniques and the session was interactive. THANK YOU  
 Keisha!!!  
 We are always learning  
 Thank-you for your feedback!

It was very interactive, educational, Great presentation from Suzanne + Louise  
 Thank you  
 We are always learning  
 Thank-you for your feedback!

Enjoyed the way things were put across in way everyone could relate to  
 We are always learning  
 Thank-you for your feedback!

I enjoy all of it  
 madlene  
 We are always learning  
 Thank-you for your feedback!

Use this training to assist the appropriate way to address and respond to guest without being offensive.  
 We are always learning  
 Thank-you for your feedback!

Very motivational and new things learned.  
 We are always learning  
 Thank-you for your feedback!

Learned about travel arrangements  
 Role playing was spot on.  
 Loved the card trick. (Build smart, not hard).  
 Alex Fitzgerald Warren  
 We are always learning  
 Thank-you for your feedback!

It was very useful in terms of information in treating guest but as a person who doesn't work directly so with the guest I believe information should pass on about being behind the scenes.  
 We are always learning  
 Thank-you for your feedback!

I ENJOYED HOW THE BATON WAS PASSED BETWEEN SUZANNE & LOUISE AS THE FACILITATORS -  
 We are always learning  
 Thank-you for your feedback!

<p>Informative.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>Energy → Interaction &amp; Participation meaningful.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>I especially love the inter-action, the varied points on how to treat our guests. being in mind our jobs are very diverse + demanding.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>The <u>card</u> challenge Everyone have a voice to be heard, so we need to respect others opinions and ideas.</p> <p>We are always learning Thank-you for your feedback!</p>
<p>excellent! I learned a lot of what others in the hotel go through. I learned new ways on how to deal and interact with guest more efficiently. Also the presentors were great they created a fun and safe space for all of us to talk and express ourselves</p> <p>We are always learning Thank-you for your feedback!</p>	<p>The importance of realising, how critical it is to inform staff of the <del>demands</del> <sup>demands</sup> needed to relate to the guest, and <del>ensure</del> they understand.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>Treat all guest with respect.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>Hearing from all aspects of the hotel industry: Every dept depend on each other to have a memorable holiday.</p> <p>We are always learning Thank-you for your feedback!</p>
<p>To ensure all guests are given heartfelt care We shall all educate ourselves and work with respect and give excellent service</p> <p>We are always learning Thank-you for your feedback!</p>	<p>Communication and a hearty pleasantry goes a long way.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>It was very informative. Today's exercise showed me how to deal with different kinds of people.</p> <p>We are always learning Thank-you for your feedback!</p>	<p>It was really awesome because I understand more stuff how to treat the guest</p> <p>We are always learning Thank-you for your feedback!</p>

→ Learn't to consider the tasks the guest had to complete ~~for~~ before reaching the hotel, and why they may tend to be stressed/fatigued by check in time.

Every thing was use full.

The difference between suggestive selling and upselling.  
Thank You today was awesome

Interaction with the group.  
I gain knowledge to pass on to my team.

We are always learning  
Thank-you for your feedback!

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Thank-you for your feedback!

We are always learning  
Thank-you for your feedback!

We are always learning  
Thank-you for your feedback!

WAY TOO SHORT  
2 DAYS WOULD  
HAVE BEEN BETTER  
-N.R. HARLESWOOD

RED BON BON  
Lollipop!!  
Healthy ~~discussion~~  
discussion was nice.

This training was motivating and energetic.  
I liked how interactive it was and how engaged the group was.

Informative  
Great ~~edges~~ knowledge

We are always learning  
Thank-you for your feedback!

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Thank-you for your feedback!

We are always learning  
Thank-you for your feedback!

We are always learning  
Thank-you for your feedback!

VERY Informative session.

Good But Too Long

Creating measurable experiences, good guest services and alternative ways to approach situations.

To work on any problems you personally have.

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Thank-you for your feedback!

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Thank-you for your feedback!